

Service Desk Lead

Lehigh Hanson is seeking a qualified Service Desk Lead for its Irving, TX location. The Service Desk Lead will provide day-to-day leadership to the Service Desk Analysts and embed a customer focused culture with emphasis on quality of work within the Service Desk team.

Lehigh Hanson is one of the world's largest suppliers of heavy building materials to the construction industry. We produce aggregates (crushed rock, sand and gravel), ready-mixed and precast concrete, asphalt, cement and cement-related materials and a range of building products including concrete pipes, concrete pavers, tiles and clay bricks.

We are part of the HeidelbergCement Group, which employs 70,000 people across five continents and has leading positions in concrete and heavy building products and is the global leader in aggregates.

ESSENTIAL RESPONSIBILITIES & TASKS:

1. Responsible for providing advanced technical guidance and assistance on open incidents, ensuring that our open ticket count is kept within the KPI standards.
2. Responsible for monitoring the education and training of the team
3. Ensure appropriate coverage and track availability of the team Analysts.
4. Responsible for enforcing the policies and processes as set forth by the Service Desk Manager.
5. Mentor and train junior staff
6. Negotiate among an array of parties, vendors, network carriers and the customer at both the end user and executive levels to resolve complex and/or relatively obscure problems

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in Computer Science preferred or combination of degree and relevant work experience.
2. At least 2 years call center/service desk experience.
3. Ability to provide after hours support.
4. Ability to interact with all levels of the organization, especially experience with IT discussion and resolution with senior business executives.
5. Ability to prioritize and deliver on identified solutions.
6. Ability to explain complex technology solutions and recommendations.
7. Ability to apply best practices relative to operational excellence in on-going systems support.
8. Must be familiar with ITIL standards.
9. Ability to motivate the team to provide the highest level of support and customer service to employees and the executive team.
10. Must be able to travel.

BENEFITS & COMPENSATION:

We know that our employees are critical to our overall success. We are dedicated to investing in their future to maintain long-term relationships for lasting commitments. One of the ways we do this is to offer a comprehensive package of compensation and benefits programs which are regularly reviewed to maintain them at competitive levels.

Lehigh Hanson is proud to be an Equal Opportunity Employer, committed to workplace diversity. M/F/D/V

Your salary will be commensurate with your work experience and relevant skills.

If you believe you meet the necessary skills and requirements listed above, and are interested in the position, please forward your employment history and a summary of your qualifications to:

Patricia Burgess
Lehigh Hanson
300 E. John Carpenter Freeway
Irving, TX 75062
469-586-1589 (fax)
Patricia.Burgess@hanson.com

All applications must be received by: August 31, 2009